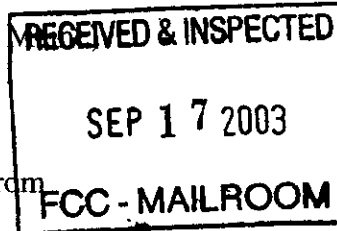


## **ATTACHMENT 20**

1. My name is Bruce Brackett. I reside at 46 Jessica Lane, South Portland, 04106.



2. Attached to this declaration are copies of telephone bills that I received from Verizon, my local carrier, on behalf of my late uncle, Paul <sup>BRACKETT</sup>~~Brackett~~. The statements from Verizon are for the following close dates: December 6, 2001 and January 6, February 6, March 6, April 6, May 6, June 6, July 6, and August 6, 2002.

3 As reflected in my uncle's statements from Verizon for December 6, 2001, January 6, 2002, and February 6, 2002, my uncle made few toll calls and seldom, if ever, called anyone outside of the State of Maine. For the toll calls he made, Verizon charged \$.21.6 per minute. Thus, for the three statements, my uncle's toll calls through Verizon cost before taxes \$3.90, \$1.40 and <sup>\$3.04</sup>~~\$3.07~~, respectively.

4 Beginning with the February 6, 2002 statement, there were charges from a company named Business Options, Inc. ("BOI"). The dates of the calls followed an apparent change in my uncle's long distance and regional carrier to Qwest Communications, which occurred on January 12, 2002. The two calls billed on behalf of BOI, both of which were in-state, cost \$.25 per minute, for a total of \$3.00 before taxes. My uncle's telephone bills for March 6, April 6 and May 6 all reflect that BOI charged \$.25 per minute for his in-state toll calls. In addition, the three statements also show service fees of \$4.90, as well as a \$3.75 charge for "Univ Svc Fnd."

5 In the <sup>FALL 2001</sup>~~spring of 2001~~, I was granted a "Power-of-Attorney" with respect to my uncle's estate. At the time, he was an <sup>86</sup>~~84~~ and elderly (86 years old) man. (My uncle died on June 8, 2002.) After reviewing his telephone bills, I noticed the BOI charges, which

*HE BECAME ill in the spring of 2002 and at that time I exercised my (POA) rights and took over managing his financial affairs.*

were higher than those of Verizon. I brought the matter to my uncle's attention, and, at my suggestion, he agreed to discontinue BOI's service

6. Sometime in mid-May, 2002, I called Verizon to cancel my uncle's long distance services. For in-state toll calls, I ordered Verizon's "Pine Tree State" service. I also called BOI and was told that my uncle provided a tape recorded authorization of the change to BOI. I requested a copy of the recording but never received one. I also filed a complaint against BOI with the State of Maine's Public Utility Commission on behalf of my uncle.

7. Even though I canceled BOI's service in May, my uncle's telephone bill for the period May 7 through June 6, 2002, showed BOI charges for in-state toll calls made from May 25-28, 2002. In addition, the bill contained two BOI "Univ Svc Fund" charges of \$3.75 each and a monthly service fee of \$4.90. The bill also shows that on May 23, 2002, Qwest became my uncle's long distance and regional carrier. I have no idea how that happened.

8. In mid-June, 2002, I once again called Verizon to cancel BOI as the long distance service provider for my uncle's telephone. I ordered "Pine Tree State" service for in-state toll calls and had the billing name and address changed to me. ~~Finally, I called BOI~~ Finally, I called BOI to let it know I did not want its service and that my uncle had died. Nonetheless, I received a post card from BOI in July, which informed me that my (my uncle's) telephone number had been blocked and which provided instructions on how to receive BOI's service.

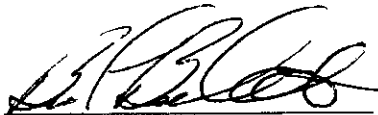
9. The July 2002, statement for my late uncle's phone incorporated the changes I had requested, although it also showed BOI charges for a call made on June 10, 2002, at a

rate of \$ 25 per minute. They also included in this statement a credit in the amount of \$25.75, which was virtually all of the BOI charges for the previous month.

8. The August 2002, statement included in-state charges from Verizon's "Pine Tree State" plan but no further charges from BOI. In fact, the statement shows a \$53.78 credit, which accounted for all the charges previously imposed by BOI.

9 In December 2002, I heard a tape recording of my uncle's conversation which supposedly verified his desire to switch long distance service. It is my opinion that my uncle did not fully understand what was happening. It is also my opinion that BOI was taking advantage of an ill and elderly man.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct. Executed this 30 day of August, 2003.

A handwritten signature in black ink, appearing to read "Bruce L. Brackett", written over a horizontal line.

Bruce L. Brackett



Account Number 207 474-2170 002 003  
Bill Period Nov 7 - Dec 6, 2001  
Verizon Page 1 of 5

**\*\* Duplicate Billing Information \*\***

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To enroll in the Verizon  
**Direct Payment Option** please read  
and sign the agreement on the  
reverse side of the payment form  
below.



Paul & Ruth Brackett  
46 JESSICA LN  
S PORTLAND ME 04106-6898

**Order or Bill Information**  
1-800-585-4466

**ACCOUNT SUMMARY**

	amount	total
Previous Balance	\$29.57	
Payment Received 11/19 -- Thank You	29.57 cr	
<b>Balance as of 12/11</b>		<b>\$ .00</b>

**Payment Information**  
and

**TTY/TDD** see page 4

**Other Bill Questions?**  
Call the number shown  
on the detail page for  
that company.

**New Charges**

Verizon Standard Local Services	page 2	\$25.68
Verizon Calls	page 2	4.22
Verizon Optional Services	page 3	3.92
<b>Total New Charges Due by January 8, 2002</b>		<b>\$33.82</b>

**Total Amount Due \$33.82**



Bill Date	Payment Due Date	Total Amount Due	Account Number
December 6, 2001	January 8, 2002	\$33.82	207 474-2170 002 003 1

\$   .

Avoid a 1.353% late payment charge.

Payment must be received by 1/8/02.

Customer Name Paul & Ruth Brackett

Please return this portion with your payment. **Make check payable to Verizon.** Please include account number on payment. If paying in person bring this entire page with you, see your phone book for locations

Verizon R36  
PO Box 1939  
Portland ME 04104-5010

020020747421700020031106 020060000000000000000000338207

Verizon portion continues on reverse side of page



**Customer  
News**

**Get the 411 this Holiday Season**

This holiday season, remember that Verizon 411 Directory Assistance can also help you find listed phone numbers anywhere in the USA.

Note: Normal rates apply for listings within your existing local directory assistance area. All other requests are 95¢.

**New Charges**

**Verizon Standard Local Services**

1 Unlimited Premium Service \$17.41

2 Surcharges and Taxes 8.27

FCC Line Charge	\$5.00	911 Enhanced Surcharge	\$ .50
Local Number Portability	\$ .23	Federal USF Surcharge	\$ .53
School and Library Fund	\$ .13	Federal Tax	\$ .72
ME State Tax	\$1.16		

Total \$25.68

**Verizon Calls**

\*Detail provided in the Itemized  
Calls section of the bill.

3 Verizon Regional Toll Calls\* \$3.90

4 Surcharges and Taxes .32

Federal Tax	\$ .12	ME State Tax	\$ .20
-------------	--------	--------------	--------

Total \$4.22

Account Number 207 474-2170 002 003 1

☐ Yes, I want to enroll in the **Direct Payment Option** and have my monthly payments deducted automatically from the account associated with the enclosed check, on the payment date

Please check this box and read and sign the authorization agreement, below.

**Authorization Agreement for Pre-authorized Payments**

Please sign and return with this month's payment to the mailing address printed on the reverse **Be sure to use the checking account which you want to be debited for this pre-authorized payment option.**

I authorize and instruct my financial institution to deduct the amount of my monthly telephone bill from my checking account and remit directly to Verizon. Verizon will notify the financial institution of the amount to be deducted. I understand that if at anytime I decide to discontinue the **Direct Payment Option**, I must notify Verizon. I understand and agree that Verizon is not liable in any way for erroneous bill statements or incorrect debits to my accounts and that should an error in the bill statement occur Verizon's only responsibility is to correct it when and if it receives notice from me of the error. I understand that my financial institution and Verizon reserve the right, upon written notification, to terminate this payment option and/or my participation. Customer's participation is subject to Verizon's approval.

Signature	Date
-----------	------

Signature

Date

Verizon portion continues on next page



Account Number 207 474-2170 002 003  
Bill Period Nov 7 - Dec 6, 2001  
Verizon Page 3 of 5

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**New Charges**  
*continued*

**Verizon Optional Services**

1	TeleSure® Diagnostic and Maintenance Service	\$3.95
2	Federal Universal Service High Cost Fund Credit	.23
3	Surcharges and Taxes	.20
	ME State Tax	\$ .20
Total		<b>\$3.92</b>

**Package Discount Information**

**Did you know?**

You could become eligible for additional savings on your Verizon bill by purchasing select Verizon service combinations.

**To learn more about other available package discounts, call your local business office today!**  
(See page 1 for toll free business office number)

**ITEMIZED CALLS**

**Verizon  
Regional  
Toll Calls**

**Directly Dialed**

no	date	time	place called	number called	rate period	minutes	amount
4	11/11	6:31 pm	Soportland ME	207 767 8197	eve	8	\$1.74
5	11/29	6:47 pm	Soportland ME	207 799 3036	eve	10	2.16
Total						18	<b>\$3.90</b>

Verizon portion continues on reverse side of page



**Important  
Consumer  
Information**

For important consumer information see the Customer Guide in your Verizon white pages directory.

**Residence Lifeline Service Program**

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

**Installment Arrangement**

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-800-640-4422.

**Verizon Customer Service**

7:30 am to 8:00 pm Monday - Friday  
8:00 am to 5:00 pm Saturday

**Automated Account Information Line**

Sunday 7:30 am to Saturday 7:30 pm

- Obtain account information
- Verify receipt of your payments

1-800-244-3737 Using a touch-tone phone

**TTY/TDD**

**Verizon Center for  
Individuals with Disabilities**  
1-800-974-6006 (V/TTY)



Verizon portion continues on next page





Account Number 207 474-2170 002 003  
Bill Period Nov 7 - Dec 6, 2001  
Verizon Page 5 of 5

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**For Your  
Information**

**Important Notice**

Effective January 1, 2002, the rate of the late payment charge for bills paid after the due date will change from 1.353% to 1.06% per month. Also effective at that time, the interest rate paid on deposits held by Verizon as security for telephone bill payments will change from an annual rate of 5.40% to 2.4%.

Both the late payment rate and the deposit rate are established by Maine Public Utilities Commission rule.



Account Number 207 474-2170 002 003  
Bill Period Dec 7 - Jan 6, 2002  
Verizon Page 1 of 5

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**\*\* Duplicate Billing Information \*\***

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To enroll in the Verizon  
**Direct Payment Option** please read  
and sign the agreement on the  
reverse side of the payment form  
below.



Paul & Ruth Brackett  
46 JESSICA LN  
S PORTLAND ME 04106-6898

**Order or Bill Information**  
1-800-585-4466

**ACCOUNT SUMMARY**

	amount	total
Previous Balance	\$33.82	
Payment Received 12/19 -- Thank You	33.82 cr	
Balance as of 1/9		\$ .00

**Payment Information**  
and

**TTY/TDD** see page 4

**Other Bill Questions?**  
Call the number shown  
on the detail page for  
that company.

**New Charges**

Verizon Standard Local Services	page 2	\$25.66	
Verizon Calls	page 2	1.51	
Verizon Optional Services	page 3	3.92	
<b>Total New Charges Due by February 6, 2002</b>			<b>\$31.09</b>

**Total Amount Due \$31.09**



Bill Date	Payment Due Date	Total Amount Due	Account Number
January 6, 2002	February 6, 2002	\$31.09	207 474-2170 002 003 1

\$   .

Avoid a 1.060% late payment charge.

Payment must be received by 2/6/02.

Customer Name Paul & Ruth Brackett

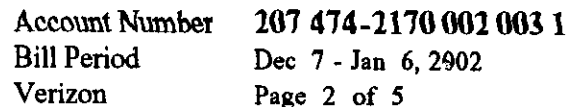
Please return this portion with your payment. **Make check payable to Verizon.** Please include account number on payment. If paying in person bring this entire page with you, see your phone book for locations.

Verizon R36  
PO Box 1939  
Portland ME 04104-5010

020020747421700020031106 0203700000000000000000000310904

Verizon portion continues on reverse side of page

9



**The Federal Universal Service Fund (FUSF) charge is increasing to \$.54. The FUSF charge, which is reviewed quarterly, helps to keep local telephone rates affordable for all customers and gives a discount to schools, libraries and low-income families. This charge is not applied to Lifeline customers. To find out if you are eligible for Lifeline, go to <http://www.lifelinesupport.org> on the internet or contact your Verizon business office.**

## Verizon Standard Local Services

1	Unlimited Premium Service				\$17.41
2	Surcharges and Taxes				8.25
	FCC Line Charge	\$5.00	911 Enhanced Surcharge	\$ .50	
	Local Number Portability	\$ .23	Federal USF Surcharge	\$ .53	
	School and Library Fund	\$ .11	Federal Tax	\$ .72	
	ME State Tax	\$1.16			

<b>Total</b>	<b>\$25.66</b>
--------------	----------------

*\*Detail provided in the Itemized Calls section of the bill*

3	Verizon Regional Toll Calls*				\$1.40
4	<b>Surcharges and Taxes</b>				.11
	Federal Tax	\$ .04	ME State Tax	\$ .07	

<b>Total</b>	<b>\$1.51</b>
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**Account Number** 207 474-2170 002 003 1

**Yes, I want to enroll in the Direct Payment Option and have my monthly payments deducted automatically from the account associated with the enclosed check, on the payment date**

**Please check this box and read and sign the authorization agreement, below.**

### Authorization Agreement for Pre-authorized Payments

**Please sign and return with this month's payment to the mailing address printed on the reverse. Be sure to use the checking account which you want to be debited for this pre-authorized payment option.**

I authorize and instruct my financial institution to deduct the amount of my monthly telephone bill from my checking account and remit directly to Verizon. Verizon will notify the financial institution of the amount to be deducted. I understand that if at anytime I decide to discontinue the **Direct Payment Option**, I must notify Verizon. I understand and agree that Verizon is not liable in any way for erroneous bill statements or incorrect debits to my accounts and that should an error in the bill statement occur, Verizon's only responsibility is to correct it when and if it receives notice from me of the error. I understand that my financial institution and Verizon reserve the right, upon written notification, to terminate this payment option and/or my participation. Customer's participation is subject to Verizon's approval.

**Signature**

Date \_\_\_\_\_

**Verizon portion continues on next page**



Account Number 207 474-2170 002 003  
Bill Period Dec 7 - Jan 6, 2002  
Verizon Page 3 of 5

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**New Charges**  
*continued*

**Verizon Optional Services**

1	TeleSure® Diagnostic and Maintenance Service	\$3.95
2	Federal Universal Service High Cost Fund Credit	.23
3	Surcharges and Taxes	.20
	ME State Tax	\$ .20
<b>Total</b>		<b>\$3.92</b>

**Package Discount Information**

**Did you know?**

You could become eligible for additional savings on your Verizon bill by purchasing select Verizon service combinations.

**To learn more about other available package discounts, call your local business office today!**  
(See page 1 for toll free business office number)

**ITEMIZED CALLS**

**Verizon  
Regional  
Toll Calls**

**Directly Dialed**

<i>no</i>	<i>date</i>	<i>time</i>	<i>place called</i>	<i>number called</i>	<i>rate period</i>	<i>minutes</i>	<i>amount</i>
4	12/26	6:56 pm	Soportland ME	207 799 3036	eve	1	\$ .29
5	12/27	7:46 am	Soportland ME	207 799 3036	night	6	.82
6	1/1	4:42 pm	Soportland ME	207 767 8197	eve	1	.29
<b>Total</b>						<b>8</b>	<b>\$1.40</b>

Verizon portion continues on reverse side of page

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**Important  
Consumer  
Information**

For important consumer information see the Customer Guide in your Verizon white pages directory.

**Residence Lifeline Service Program**

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

**Installment Arrangement**

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-800-640-4422.

**Verizon Customer Service**

7:30 am to 8:00 pm Monday - Friday  
8:00 am to 5:00 pm Saturday

**Automated Account Information Line**

Sunday 7:30 am to Saturday 7:30 pm

- Obtain account information
  - Verify receipt of your payments
- 1-800-244-3737 Using a touch-tone phone

**TTY/TDD**

**Verizon Center for  
Individuals with Disabilities**  
1-800-974-6006 (V/TTY)



Verizon portion continues on next page



1  
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3 For Your  
9 Information

**IMPORTANT NEWS FOR OUR MAINE CUSTOMERS**

Verizon's goal is to always provide our customers with quality and reliable service. There may be times however, when you experience a service failure of your local exchange service.

Anytime there is a service disruption, we are committed to doing everything in our power to get your service up and running again as soon as possible. If you are having trouble with your telephone service, you should first try to identify if the trouble is with your telephone equipment or on Verizon's network. Verizon is responsible for providing access from your home to the local telephone network. You are responsible for the telephones, inside wiring and jacks in your home. If you have an optional wire maintenance plan, Verizon will repair a problem with your inside wiring or jacks for no charge.

There are instructions in the front of your directory that explain how to test your phone. If the trouble still exists after testing your phone, contact Verizon Repair Service. For your convenience, our service line is open 24 hours a day, 7 days a week.

For Repair Service call:

Residence 1-207 555 1611  
Business 1-207 555 1515  
Public (coin) 1-207 555 1611

If you have trouble with your line and are unable to make or receive calls for 24 hours or more, you may be entitled to a credit for the time you were out of service. To receive a credit, either call Verizon Repair Service at one of the numbers listed above or contact the business office listed on your bill. This credit does not apply if the trouble proves to be in your inside wire, jacks or telephone equipment in your home.

2



Account Number 207 474-2170 002 003  
Bill Period Jan 7 - Feb 6, 2002  
Verizon Page 1 of 4

**\*\* Duplicate Billing Information \*\***

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To enroll in the Verizon  
**Direct Payment Option** please read  
and sign the agreement on the  
reverse side of the payment form  
below.



Paul & Ruth Brackett  
46 JESSICA LN  
S PORTLAND ME 04106-6898

**Order or Bill Information**  
1-800-585-4466

**ACCOUNT SUMMARY**

	amount	total
Previous Balance	\$31.09	
Payment Received 1/21 -- Thank You	31.09 cr	
<b>Balance as of 2/11</b>		<b>\$ .00</b>

**Payment Information**  
and  
 **TTY/TDD** see page 4

**Other Bill Questions?**  
Call the number shown  
on the detail page for  
that company.

**New Charges**

Verizon Standard Local Services	page 2	\$25.71	
Verizon Calls	page 2	3.31	
Verizon Optional Services	page 2	9.32	
All Other Charges	page 3	3.26	
<b>Total New Charges Due by March 11, 2002</b>			<b>\$41.60</b>

**Total Amount Due \$41.60**



Bill Date	Payment Due Date	Total Amount Due	Account Number
February 6, 2002	March 11, 2002	\$41.60	207 474-2170 002 003 1

\$

Avoid a 1.060% late payment charge.

Payment must be received by 3/11/02.

Customer Name Paul & Ruth Brackett

Please return this portion with your payment. **Make check payable to Verizon.** Please include account number on payment. If paying in person bring this entire page with you, see your phone book for locations.

Verizon R36  
PO Box 1939  
Portland ME 04104-5010

020020747421700020031106 0206500000000000000000416009

Verizon portion continues on reverse side of page



**New Charges**

**Verizon Standard Local Services**

1	Unlimited Premium Service				\$17.41
2	Surcharges and Taxes				8.30
	FCC Line Charge	\$5.00	911 Enhanced Surcharge	\$ .50	
	Local Number Portability	\$ .23	Federal USF Surcharge	\$ .54	
	School and Library Fund	\$ .15	Federal Tax	\$ .72	
	ME State Tax	\$1.16			
Total					\$25.71

\*Detail provided in the Itemized Calls section of the bill.

**Verizon Calls**

3	Verizon Regional Toll Calls*				\$3.07
4	Surcharges and Taxes				.24
	Federal Tax	\$ .09	ME State Tax	\$ .15	
Total					\$3.31

**Verizon Optional Services**

5	TeleSure® Diagnostic and Maintenance Service				\$3.95
6	Federal Universal Service High Cost Fund Credit				.23

Account Number 207 474-2170 002 003 1

☐ Yes, I want to enroll in the **Direct Payment Option** and have my monthly payments deducted automatically from the account associated with the enclosed check, on the payment date

Please check this box and read and sign the authorization agreement, below.

**Authorization Agreement for Pre-authorized Payments**

Please sign and return with this month's payment to the mailing address printed on the reverse. Be sure to use the checking account which you want to be debited for this pre-authorized payment option.

I authorize and instruct my financial institution to deduct the amount of my monthly telephone bill from my checking account and remit directly to Verizon. Verizon will notify the financial institution of the amount to be deducted. I understand that if at anytime I decide to discontinue the **Direct Payment Option**, I must notify Verizon. I understand and agree that Verizon is not liable in any way for erroneous bill statements or incorrect debits to my accounts and that should an error in the bill statement occur Verizon's only responsibility is to correct it when and if it receives notice from me of the error. I understand that my financial institution and Verizon reserve the right, upon written notification, to terminate this payment option and/or my participation. Customer's participation is subject to Verizon's approval.

Signature	Date
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Verizon portion continues on next page

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Account Number 207 474-2170 002 003  
Bill Period Jan 7 - Feb 6, 2002  
Verizon Page 3 of 4

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**New Charges**  
*continued*

**Verizon Optional Services** *continued*

1	Long Distance Carrier 1/12						\$5.00
	Selection Charge						
	Qwest Communications						
2	Regional Carrier 1/12						.00
	Selection Charge						
	Qwest Communications						
3	Surcharges and Taxes						.60
	Federal Tax	\$ .15		ME State Tax		\$ .45	
	Total						\$9.32

Your bill includes charges from  
a new service provider this month.  
Please check your detailed  
billing pages.

**All Other Charges**

4	USBI				see detail pages		\$3.26
	Total						\$3.26

**Package  
Discount  
Information**

**Did you know?**

You could become eligible for additional savings  
on your Verizon bill by purchasing select Verizon  
service combinations.

**To learn more about other available package  
discounts, call your local business office today!**  
(See page 1 for toll free business office number)

**ITEMIZED CALLS**

**Verizon  
Regional  
Toll Calls**

**Directly Dialed**

no	date	time	place called	number called	rate period	minutes	amount
5	1/7	7:23 pm	Soportland ME	207 767 8197	eve	10	\$2.16
6	1/10	7:29 pm	Soportland ME	207 767 8197	eve	4	.91
		Total				14	\$3.07

Verizon portion continues on reverse side of page



Account Number 107 474-2170 002 003 1  
Bill Period Jan 7 - Feb 6, 2002  
Verizon Page 4 of 4

**Important  
Consumer  
Information**

For important consumer information see the Customer Guide in your Verizon white pages directory.

**Residence Lifeline Service Program**

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

**Installment Arrangement**

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-800-640-4422.

**Verizon Customer Service**

7:30 am to 8:00 pm Monday - Friday  
8:00 am to 5:00 pm Saturday

**Automated Account Information Line**

Sunday 7:30 am to Saturday 7:30 pm

- Obtain account information
- Verify receipt of your payments

1-800-244-3737 Using a touch-tone phone

**TTY/TDD**

**Verizon Center for  
Individuals with Disabilities**  
1-800-974-6006 (V/TTY)



Verizon

Bell Atlantic-NE

NYNEX

New England Telephone

USBI

Account Number 207 474-2170 002 003  
Bill Period Jan 7 - Feb 6, 2002  
USBI Page 1 of 1

This portion of your bill is provided as a service to USBI.

MAAD  
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**Helpful Numbers** Billing inquiries call USBI  
You may also visit

1-888-477-8724  
[www.billview.com/usbi](http://www.billview.com/usbi)

**Summary**

**USBI**

1 Toll Calls	\$3.00
2 School and Library Fund	.02
3 Federal Tax	.09
4 State Tax	.15
<b>Total</b>	<b>\$3.26</b>

**Itemized Calls**

**Toll Calls**

**Billed on behalf of BUSINESS OPTIONS INC**

**This is a new service provider this month.**

**Directly Dialed**

<i>no.</i>	<i>date</i>	<i>time</i>	<i>place called</i>	<i>number called</i>	<i>rate period</i>	<i>min:sec</i>	<i>amount</i>
5	1/17	6:56 pm	Soportland ME	207 799 3036	eve	8:00	\$2.00
6	1/21	6:00 pm	Soportland ME	207 767 8197	eve	4:00	1.00
<b>Sub-total of BUSINESS OPTIONS INC</b>							<b>\$3.00</b>
<b>Total</b>							<b>\$3.00</b>

Last page



Account Number 207 474-2170 002 003  
Bill Period Feb 7 - Mar 6, 2002  
Verizon Page 1 of 3

**\*\* Duplicate Billing Information \*\***

74

To enroll in the Verizon  
**Direct Payment Option** please read  
and sign the agreement on the  
reverse side of the payment form  
below.



Paul & Ruth Brackett  
46 JESSICA LN  
S PORTLAND ME 04106-6898

**Order or Bill Information**  
1-800-585-4466

**ACCOUNT SUMMARY**

	amount	total
Previous Balance	\$41.60	
Payment Received 2/25 -- Thank You	41.60 cr	
Balance as of 3/11		\$ .00

**Payment Information**  
and  
TTY/TDD see page 3

**New Charges**

Verizon Standard Local Services	page 2	\$25.67	
Verizon Optional Services	page 2	3.92	
All Other Charges	page 2	24.27	
Total New Charges Due by April 8, 2002			\$53.86

**Other Bill Questions?**  
Call the number shown  
on the detail page for  
that company.

**Total Amount Due \$53.86**



Bill Date	Payment Due Date	Total Amount Due	Account Number
March 6, 2002	April 8, 2002	\$53.86	207 474-2170 002 003 1

\$     .

Avoid a 1.060% late payment charge.

Payment must be received by 4/8/02.

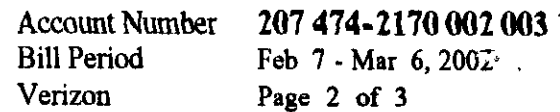
Customer Name Paul & Ruth Brackett

Please return this portion with your payment. **Make check payable to Verizon.** Please include account number on payment. If paying in person bring this entire page with you, see your phone book for locations.

Verizon R36  
PO Box 1939  
Portland ME 04104-5010

020020747421700020031106 020960000000000000000000538609

Verizon portion continues on reverse side of page



6	USBI	see detail pages	\$24.27
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20



Account Number 207 474-2170 002 003  
Bill Period Feb 7 - Mar 6, 2002  
Verizon Page 3 of 3

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1	<b>New Charges</b>	<b>All Other Charges</b> <i>continued</i>	
2	<i>continued</i>	Total	<b>\$24.27</b>

**Package  
Discount  
Information**

**Did you know?**

You could become eligible for additional savings on your Verizon bill by purchasing select Verizon service combinations.

**To learn more about other available package discounts, call your local business office today!**  
(See page 1 for toll free business office number)

**Important  
Consumer  
Information**

For important consumer information see the Customer Guide in your Verizon white pages directory.

**Residence Lifeline Service Program**

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

**Installment Arrangement**

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-800-640-4422.

**Verizon Customer Service**

7:30 am to 7:00 pm Monday - Friday  
8:00 am to 5:00 pm Saturday

**Automated Account Information Line**

Sunday 7:30 am to Saturday 7:30 pm

- Obtain account information
  - Verify receipt of your payments
- 1-800-244-3737** Using a touch-tone phone

**TTY/TDD** Verizon Center for  
Individuals with Disabilities  
1-800-974-6006 (V/TTY)



x

Verizon

Bell Atlantic-NE

NYNEX

New England Telephone

USBI

Account Number 207 474-2170 002 003

Bill Period Feb 7 - Mar 6, 2002

USBI Page 1 of 1

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This portion of your bill is provided as a service to USBI.

**Helpful Numbers** Billing inquiries call USBI  
You may also visit

1-888-477-8724  
www.billview.com/usbi

**Summary****USBI**

1 Toll Calls	\$9.50
2 Miscellaneous Charges and Credits	13.55
3 School and Library Fund	.05
4 Federal Tax	.69
5 State Tax	.48
<b>Total</b>	<b>\$24.27</b>

**Itemized Calls****Toll Calls**

Billed on behalf of BUSINESS OPTIONS INC

*Directly Dialed*

no.	date	time	place called	number called	rate period	min.sec	amount
6	2/7	10:29 am	Oakland ME	207 465 3081	day	2:00	\$ .50
7	2/7	4:05 pm	Soportland ME	207 799 3036	day	13:00	3.25
8	2/8	11:46 am	Soportland ME	207 767 8197	day	2:00	.50
9	2/19	1:38 pm	Soportland ME	207 767 8197	day	2:00	.50
10	2/19	7:16 pm	Scarborough ME	207 885 5887	eve	19:00	4.75
Sub-total of BUSINESS OPTIONS INC							\$9.50
<b>Total</b>							<b>\$9.50</b>

**Miscellaneous  
Charges and  
Credits**

Billed on behalf of BUSINESS OPTIONS INC

no	date	description	amount
11	2/5	Mo Serv Fee	\$4.90
12	2/5	Univ Svc Fnd	3.75
13	3/4	Mo Serv Fee	4.90
Sub-total of BUSINESS OPTIONS INC			\$13.55
<b>Total</b>			<b>\$13.55</b>

Last page



Account Number 207 474-2170 002 003  
Bill Period Mar 7 - Apr 6, 2002  
Verizon Page 1 of 4

1  
0  
3  
8  
1

**\*\* Duplicate Billing Information \*\***

74

To enroll in the Verizon  
**Direct Payment Option** please read  
and sign the agreement on the  
reverse side of the payment form  
below.



Paul & Ruth Brackett  
46 JESSICA LN  
S PORTLAND ME 04106-6898

**Order or Bill Information**  
1-800-585-4466

**ACCOUNT SUMMARY**

	amount	total
Previous Balance	\$53.86	
Payment Received 3/18 -- Thank You	53.86 cr	
Balance as of 4/10		\$ .00

**Payment Information**  
and  
 **TTY/TDD** see page 3

**New Charges**

Verizon Standard Local Services	page 2	\$25.68
Verizon Optional Services	page 2	3.92
All Other Charges	page 3	10.54
<b>Total New Charges Due by May 8, 2002</b>		<b>\$40.14</b>

**Other Bill Questions?**  
Call the number shown  
on the detail page for  
that company

<b>Total Amount Due</b>	<b>\$40.14</b>
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Bill Date	Payment Due Date	Total Amount Due	Account Number
April 6, 2002	May 8, 2002	\$40.14	207 474-2170 002 003 1

\$   .

Avoid a 1.060% late payment charge.  
Payment must be received by 5/8/02.

Customer Name Paul & Ruth Brackett

Please return this portion with your payment. **Make check**  
**payable to Verizon.** Please include account number on  
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Verizon R36  
PO Box 1939  
Portland ME 04104-5010

020020747421700020031106 021260000000000000000000401407

Verizon portion continues on reverse side of page





**Customer  
News**

The Federal Universal Service Fund (FUSF) charge will increase to \$.60 on April 2. The FUSF charge, which is reviewed quarterly, helps to keep local telephone rates affordable for all customers and gives a discount to schools, libraries and low-income families. This charge is not applied to Lifeline customers. To find out if you are eligible for Lifeline, go to <http://www.lifelinesupport.org> on the internet or contact us at the toll-free number on your bill.

**New Charges**

**Verizon Standard Local Services**

1 Unlimited Premium Service \$17.41

2 Surcharges and Taxes

FCC Line Charge	\$5.00	911 Enhanced Surcharge	\$.50
Local Number Portability	\$.23	Federal USF Surcharge	\$.55
School and Library Fund	\$.11	Federal Tax	\$.72
ME State Tax	\$1.16		

8.27

**Total \$25.68**

**Verizon Optional Services**

3 TeleSure® Diagnostic and Maintenance Service \$3.95

4 Federal Universal Service High Cost Fund Credit .23 cr

Account Number 207 474-2170 002 003 1

☐ Yes, I want to enroll in the **Direct Payment Option** and have my monthly payments deducted automatically from the account associated with the enclosed check, on the payment date.

Please check this box and read and sign the authorization agreement, below.

☐

**Authorization Agreement for Pre-authorized Payments**

*Please sign and return with this month's payment to the mailing address printed on the reverse. Be sure to use the checking account which you want to be debited for this pre-authorized payment option.*

I authorize and instruct my financial institution to deduct the amount of my monthly telephone bill from my checking account and remit directly to Verizon. Verizon will notify the financial institution of the amount to be deducted. I understand that if at anytime I decide to discontinue the **Direct Payment Option**, I must notify Verizon. I understand and agree that Verizon is not liable in any way for erroneous bill statements or incorrect debits to my accounts and that should an error in the bill statement occur Verizon's only responsibility is to correct it when and if it receives notice from me of the error. I understand that my financial institution and Verizon reserve the right, upon written notification, to terminate this payment option and/or my participation. Customer's participation is subject to Verizon's approval.

--	--

Signature

Date

Verizon portion continues on next page



Account Number 207 474-2170 002 003  
Bill Period Mar 7 - Apr 6, 2002  
Verizon Page 3 of 4

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**New Charges**  
*continued*

**Verizon Optional Services**

*continued*

1	Surcharges and Taxes	\$ .20
	ME State Tax	\$ .20
<b>Total</b>		<b>\$3.92</b>

**All Other Charges**

2	USBI	<i>see detail pages</i>	\$10.54
<b>Total</b>			<b>\$10.54</b>

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**Verizon Center for  
Individuals with Disabilities**  
**1-800-974-6006 (V/TTY)**



Verizon portion continues on reverse side of page



Account Number 207 474-2170 002 003  
Bill Period Mar 7 - Apr 6, 2002  
Verizon Page 4 of 4

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**For Your  
Information**

**verizon.com. Whatever you need. Whenever you need it. It's all happening here.**

Want to view and pay your Verizon bill from your desktop? Order new products and services? Want to hear about our latest money-saving deals or the status of a repair request?

It's all possible at verizon.com - 24 hours a day, seven days a week.

So sign up today at [verizon.com/register](http://verizon.com/register). Because whether you want a simple way to take care of your Verizon bills, or a convenient way to manage your communication needs, it's all happening at the new verizon.com.

Verizon

Bell Atlantic-NE

NYNEX

New England Telephone